

Customer Council Meeting Minutes FY17



10/25/16 Customer Council Meeting

Attendees:

David Beard –MHEC
Donna Beck - MCE
Todd Deak -DPSCS-MCE
Anokhee Desai –DPSCS- MCE
Sandra Filippi – Montgomery County Community College
Constantine Hill- Morgan State University
Ashley Lohr-DPSCS-MCE
Kerry Norberg - Montgomery County Community College
Lida Poole –DPSCS-MCE
BJ Said-Aziz –DGS
Steve Shiloh -DPSCS-MCE

In lieu of the October Customer Council Meeting, MCE conducted a tour of the business units at MCI-W. A detailed schedule is below.

8:30 Prison Industries 101
9:00 Board MCE van(s); depart for MD. Correctional Institution for Women
9:15 Arrive MCIW Visitor's Center for security check
9:45 Welcoming Remarks
10:00 Tour MCIW Housing Unit
10:20 Tour MCE Design Plant
10:40 Tour MCE Mailing &Distribution Plant
11:00 Tour MCE Textile Plant
11:30 Q&A (Warden's Conference Room)/ Adjournment

Management Council Meeting Minutes FY17





**Maryland Correctional Enterprises
Management Council Meeting Agenda**

**Wednesday – December 7, 2016
9:00 a.m.**

Maryland Correctional Enterprises Headquarters

- **Welcome/ Misc.** David Jenkins
- **CEO Update** Steve Shiloh/ Joe Sommerville
- **Inmate Concerns Update** David Jenkins
- **Financial Planning Update** David Jenkins
- **2017 Meeting Schedule** David Jenkins
- **DOC Commissioner of Correction Update** Dayena Corcoran
- **Management Council Member Reports.**..... Council Members
- **Adjournment.**..... David Jenkins

Upcoming Events

- CARES Graduation Monday, December 19, 2016 at 5:30 PM

Management Council Meeting
December 7, 2016
Jessup, MD

Attending: Judge Pamila Brown, Commissioner Dayena Corcoran, Melvin Forbes, Phil Holmes David Jenkins, Ashley Lohr, Fred Mason, Sarah Myers, Joe Sommerville, Jack Weber and Alice Wirth.

Meeting called to order by David Jenkins at 9:05 AM

David Jenkins – Welcome and Introductions

Joe Sommerville - CEO Update

- Steve called to meeting regarding furthering work opportunities for visually impaired offenders.
- FY16 was a record-breaking year:
 - \$61.4 million (previous high was last year at \$54.1 million)
 - Had bottom line of \$3.2 million or +5.3%; inmate employment at FY end was 2,035
 - Our current Business Plan Goals are a 3% bottom line and employ a minimum of 2,000 inmates
- FY 17 Sales thru November at \$23.7 million, off to a slower start than last year
- Inmate wait list at 1,012 (October) – higher than normal
- MCE hosting a tour of the Maryland Senate Republican Caucus on 12/14 at our JCI Business Units #115 and #119
- Also having our second “Annapolis Showcase” in the House of Delegates on January 26th; will be displaying our products and services to the elected officials
- After internal discussions within the Department it was decided to not proceed further with the MCE reorganization study. This is in consideration of the probable reorganization and consolidation of the State Government.
- MCE obviously played a very important role in the development and manufacturing of the new “Maryland Proud” license plate. We exceeded all of the dead lines that were given to us and MDOT and MVA both very pleased with our performance
- MCE once again participated in our perhaps most significant community service project – that being of course the annual Bea Gaddy Thanksgiving Dinner event. This year we deboned, cooked, sliced, packaged and delivered over 7,000 pounds of turkey.
- ERP – having difficulty getting vendors to bid on the project. Bid due dates have been extended several times, next one is this Friday – 12/9
- Brock Bridge Road Warehouse renovations are now well underway, projected completion is Spring 2017 with cost of approximately \$2.1 million.
- Proposed revisions to the MCE Inmate Regulations and Compensation Handbook are being worked on; once completed will be reviewed with the Management Council.

- Bad news department: retirement of Lida Poole, Director of Marketing and resignation of Karen Dullnig – CIO, who is taking a job with the Federal Government
- Thank you for your continued support! Have a wonderful holiday!
- Jack Weber and Judge Brown noted that MCE should consider ways in which to expand our relationship with the legislature.
- Joe Sommerville noted that no general funds were transferred in FY16 and that we have seen some improvements with recruitment.
- Commissioner Corcoran noted that the hiring struggles continue statewide and the Department is working to continuously improve processes and candidate selection.
- Melvin Forbes noted that as a senior member of the Council, he has witnessed MCE triumph over many obstacles. He mentioned that more efforts should be put into sharing the MCE story. MCE has come a long way, but there is still work to be done.
- Commissioner Corcoran will speak with the Director of Government Affairs, Rachel Sessa, to discuss legislative support.
- David Jenkins added that the agenda would be shifted to allow for Council conflicts.

Management Council Member Reports

- Melvin Forbes – We are anticipating several changes with the new administration; as always, we hope for good things.
- Judge Brown – I would like to discuss the opportunity to hold a showcase for judiciary members after discussing the idea with leadership and Steve.
 - Dave added a thank you for the institutional library donations
- Alice Wirth – Although three new employees have been hired, we still face many vacancies. Two principals are retiring and three librarian positions are open or need to be reposted. Good news – DLLR has been awarded a \$41,000 grant for diesel mechanic training which will be done in conjunction with Vehicles for Change. Phil noted that the Governor would be attending a ceremony on Tuesday to witness a signing of a hiring partnership between VFC and MTA. This has the potential to impact hiring practices in Maryland Counties as well. Three of DLLR's institutional automotive program will take part.
- Jack Weber – Focus remains on finding jobs for returning citizens. Chester France is looking for staff with previous sewing experience to come onboard with his new venture – The Chill Session. This organization will manufacture religious garments and offer additional opportunities to returning citizens. It is set to open in September of 2017 in southwest Baltimore. We are working on expanding apprenticeship programs to also receive college credits. I am still pushing for fund reallocation. I would also like to voice my concern regarding struggling initiatives such as ERP. I would like to see MCE expand and move forward. Would it be possible to develop an internal ERP system?
- Fred Mason – We were able to register 10,346 new voters for the primary in Baltimore City through our outreach program. An additional 5,128 voters registered for the November election. Several returning citizens participated in voter literature distribution – program was a success! Voter turnout in Baltimore City doubled from 2012. Morgan is

conducting a study regarding financial deserts. There is also a study being conducted linking lead paint poisoning to criminal activity. Commissioner Corcoran is not aware of a standardize lead poisoning test for offenders.

- Sarah Myers – Office has officially moved – we are facing a lot of turnover. Due to vacancies I am now acting as the Executive Assistant for Director Glenn Fueston; I will continue duties on the Management Council board. VOCA funds have been distributed to 99 state agencies and non-profits.
- Phil Holmes – VFC is hoping to open a new site in PG County. I hope to see many folks at the MOU signing

Commissioner Corcoran - DOC Commissioner of Correction Update

- New payroll system has gone live; we are working diligently to correct issues.
- We are working with HR to fill vacancies.
- Many employees are eligible to retire; we are working to motivate and retain staff.
- The women's detention center in Baltimore has closed. Offenders have been relocated throughout Jessup and Baltimore.
- We will be closing a portion of MCIH.
- We are looking into starting a cadet program.
- A new initiative will begin this Friday in conjunction with the Baltimore Police Department. Offenders will speak in their communities to deter community members from a life of crime. We are excited about this partnership and initiative.

Ashley Lohr – Miscellaneous

- Minutes from the past Customer Council meetings are included in your folders. Some new members were given the opportunity to tour the plants in October.
- Newsletter and Council Report are included for your review.
- Two documents from Washington State highlight importance of offender preparedness.
 - Executive Order from Washington State Governor encouraging agencies to come together to increase employment opportunities for returning citizens. We anticipate the Governor's JRA to have a similar impact in Maryland.
 - Sarah Myers noted that the JRA Oversight board will meet for the first time in January.
 - Washington State College study highlights the positive effect on the prison population during incarceration and post-release.

David Jenkins - Inmate Concerns Update

- Health and safety concerns have been investigated and are being corrective. Inmates at the Furniture Restoration Plant created a new, efficient manufacturing process which resolved ventilation issues. We are very proud and impressed by their innovation.

David Jenkins - 2017 Meeting Schedule

- Wednesdays will no longer work for meeting dates. We will be in touch to discuss the best options.

David Jenkins – Financial Planning Update

- Literature was sent out and is included in your folder. We will also implement six, one hour training sessions in financial literacy for offenders. We hope to start at MCIW where the need seems to be the greatest.
- We are looking into modifications needed on the inmate banking system to implement these savings.
- This is something that would benefit the entire prison population; we will look into sharing our literature and resources.
- Six Council members voted to move forward with the financial planning. Absent members will be surveyed via email.
 - Judge Pamila Brown
 - Commissioner Dayena Corcoran
 - Phil Holmes
 - Sarah Myers
 - Jack Weber
 - Alice Wirth

Closing Comments

- CARES graduation will be held Monday, December 19th at 5:30 PM
- Phil Holmes expressed his support and gratitude for the leadership and support received from Steve Shiloh. Steve and the MCE team are doing great things! The Council concurred that Steve has done great work for MCE.

Meeting adjourned at 10:40 AM